



**Australian Government  
Department of Immigration and Citizenship**

## **Registered Migration Agents Using eVisa to Lodge General Skilled Migration (GSM) Applications**

All GSM visa subclasses can be lodged online through eVisa. Below is a list of error messages that you may experience while using eVisa and their respective meanings to help you resolve the issue.

### ***Acknowledgement and Bridging visa letter failures***

If you have not received an auto-generated acknowledgment or Bridging Visa (BV) grant letter please ensure you have completed all third party authorisation steps.

**See:** [www.immi.gov.au/gateways/agents/pdf/eGSM-email.pdf](http://www.immi.gov.au/gateways/agents/pdf/eGSM-email.pdf)

If you have completed all third party authorisation steps and you have not received the acknowledgment or BV grant letter within 48 hours, you should send an email to the GSM Agents mailbox.

**Email:** [gsm.agents@immi.gov.au](mailto:gsm.agents@immi.gov.au)

**Note:** If you have not received an auto-generated Bridging Visa grant letter, this may not mean that a BV has not been granted.

### ***Server error messages***

During the process of entering an application, the server will seek to verify information relating to client identity by cross-referencing other departmental systems. During this process if any system is unavailable and the process cannot be completed, an error message will be displayed.

Please try again as this only indicates that demand on the application system may be high at that particular time.

### ***Server and upgrade outages***

Server outages are advised on the department's eVisa web page. There is also a link to these outage messages from the Agents Gateway website. Refer to the outage notification message before commencing an eVisa application.

Please wait at least 30 minutes after scheduled outage times before attempting to lodge applications online, as applications may become 'stalled' within the eVisa system or lost depending on the stage of the process reached at the time of the outage.

### ***Correct Data Entry***

Incorrect data placed in some fields within an eVisa application can cause an application to become 'stalled'.

**Example:** Overseas Qualifications entered in Australian Qualification fields.

Ensure the information you are entering is correct and entered into the relevant data entry field.

If an application is 'stalled' due to data entry errors an applicant may not be granted a BV and the application may not be visible to the GSM processing centre. It is important to report this to eService Support if you are unable to see the application in Query Application Status (QAS).

**See:** [www.immi.gov.au/gateways/agents/eservices/technical-support.htm](http://www.immi.gov.au/gateways/agents/eservices/technical-support.htm)

**Note:** If you have not received an acknowledgement letter this can be an indication that the application has stalled.

### ***Document Attachment Issues***

This appears to be an intermittent problem. Often an error may occur on an initial attempt to attach documents, while a subsequent attempt may be successful. For further guidance on file types and tips for reducing file sizes.

**See:** [www.immi.gov.au/e\\_visa/general-skilled-migration-attachments.htm](http://www.immi.gov.au/e_visa/general-skilled-migration-attachments.htm)

If you are still unable to attach relevant documents to the application, these may be forwarded by email separately to the department.

**Email:** [gsm.documents@immi.gov.au](mailto:gsm.documents@immi.gov.au)

### ***Reporting other errors and faults***

Other errors and faults experienced with the eVisa system can be reported through eService Support.

**See:** [www.immi.gov.au/gateways/agents/eservices/technical-support.htm](http://www.immi.gov.au/gateways/agents/eservices/technical-support.htm)